Command Individual Augmentation Coordinator (CIAC) Orientation

BANGOR PLAZA
NAVAL BASE KITSAP
15 JANUARY 2013

Agenda

Time	Topic
0830 – 0845	*Welcome/Admin/Logistics/Kick-off*
0845 – 0930	*IA and CIAC Overview*
0930 – 1000	*Definition of a CIAC*
1000 – 1015	*Break*
1015 – 1100	*CIAC Support – Pre-Deployment: Phase I*
1100 – 1145	*CIAC Support – Train and Equip: Phase II*
1145 – 1245	*Lunch*
1245 – 1300	*CIAC Support – Boots on Ground: Phase III*
1300 – 1330	*CIAC Support – Re-Deployment: Phase IV*
1330 – 1345	*Returning Warrior Workshop (RWW)*
1345 – 1415	*CIAC NFAAS Overview*
14315– 1430	*Break*
1430 – 1530	*Resources: CIAC & IA Sailor, FFSC/IDSS IA Support, Chaplain Support*
1530 – 1600	*Conclusion/Survey*

Orientation Logistics

Bangor Plaza
Heads
Coffee Mess
Smoking
Snack Machines
Lunch Options
Cell Phones
Parking
Emergency

Orientation Objectives

- *IA Overview:*
  - *Definition of Individual Augmentee*
  - *IA support policy directives & IA Grams*
  - *4 IA Sailor types of orders*
  - *Global IA assignment locations*
  - *4 phases of an IA deployment (The "IA Continuum")*
- *CIAC & Parent Command roles and responsibilities:*
  - *Definition of a CIAC*
  - *Importance of CIAC & parent command support of IA Sailors*
  - *CIAC responsibilities in the 4 phases of the IA Continuum*
  - *NFAAS and the role it plays in the CIAC's support of IA Sailors & Families*
- *CIAC and IA Sailor support resources*

IA Stakeholders & Functions

- ***U.S. Fleet Forces Command (USFF)***
  - ***Executive Agent for the IA Program***
- ***Navy Personnel Command (PERS-4G)***
  - ***IA Order writing***
- ***Navy Mobilization Processing Sites (NMPS)***
  - ***Validation & completion of Expeditionary Screening***
  - ***Initial training***
- ***Expeditionary Combat Readiness Center (ECRC)***
  - ***IA Training & Equipping***
  - ***IA Sailor and Family Support***
- ***Commander, Navy Reserve Forces Command (CNRFC)***
  - ***RC IA Sourcing and Support***
- ***Fleet & Family Services Center (FFSC)***
  - ***IA and Family Support***
- ***Supported Commands***
  - ***CENTCOM: Commander Task Force – Individual Augmentee (CTF-IA)***
  - ***AFRICOM: Commander Joint Task Force – Horn of Africa (CJTF-HOA)***
  - ***SOUTHCOM: Commander Joint Task Force – Guantanamo Bay (CJTF-GTMO)***

IA & CIAC Overview

IA Defined

- **IA Gram #5, April 2009 (NAVADMIN 099/09)**

  - *"An Individual Augmentee (IA) is defined as any Sailor in receipt of individual deployment orders from PERS-4, to include Individual Augmentee Manpower Management (IAMM), Global War on Terrorism Support Assignments (GSA), Mobilized Reserve Component (RC) personnel not mobilized as part of an established commissioned RC unit, or a Health Services Augmentation program (HSAP) personnel."*

  - *NAVADMIN 171/10, November 2010: Overseas Support Assignment (OSA) replaces GSA (Enlisted only)*

- *Once in receipt of Orders from PERS-4G, you are an IA*

- *IAs deploy without the normal organic support a parent command provides*

IA & Family Support Policy Directives

- **OPNAVINST 1754.6 (*TBD 2012*): Navy Manpower Augmentation Guide**

    - *Revised instruction containing CIAC requirements*

- **OPNAVINST 1754.6 (April 2009): Personal and Family Readiness Support for IA's and their Families**

- **MILPERSMAN 1300-318 (October 2010): Screening Procedures for GSA, OSA, IAMM and RC MOB Assignments**

Important IA Grams for CIACs

- *#2 (GENADMIN 151850ZSEP08): Common Operating Picture for IA/IA Family Support*

- *#3 (NAVADMIN 293/08): Parent Command Assignment and Responsibilities for IA Sailors and their Families*

- *#4 (NAVADMIN 076/09): Roles and Responsibilities of Parent Commands, NOSCs, and ECRC for IA Sailors and their Families*
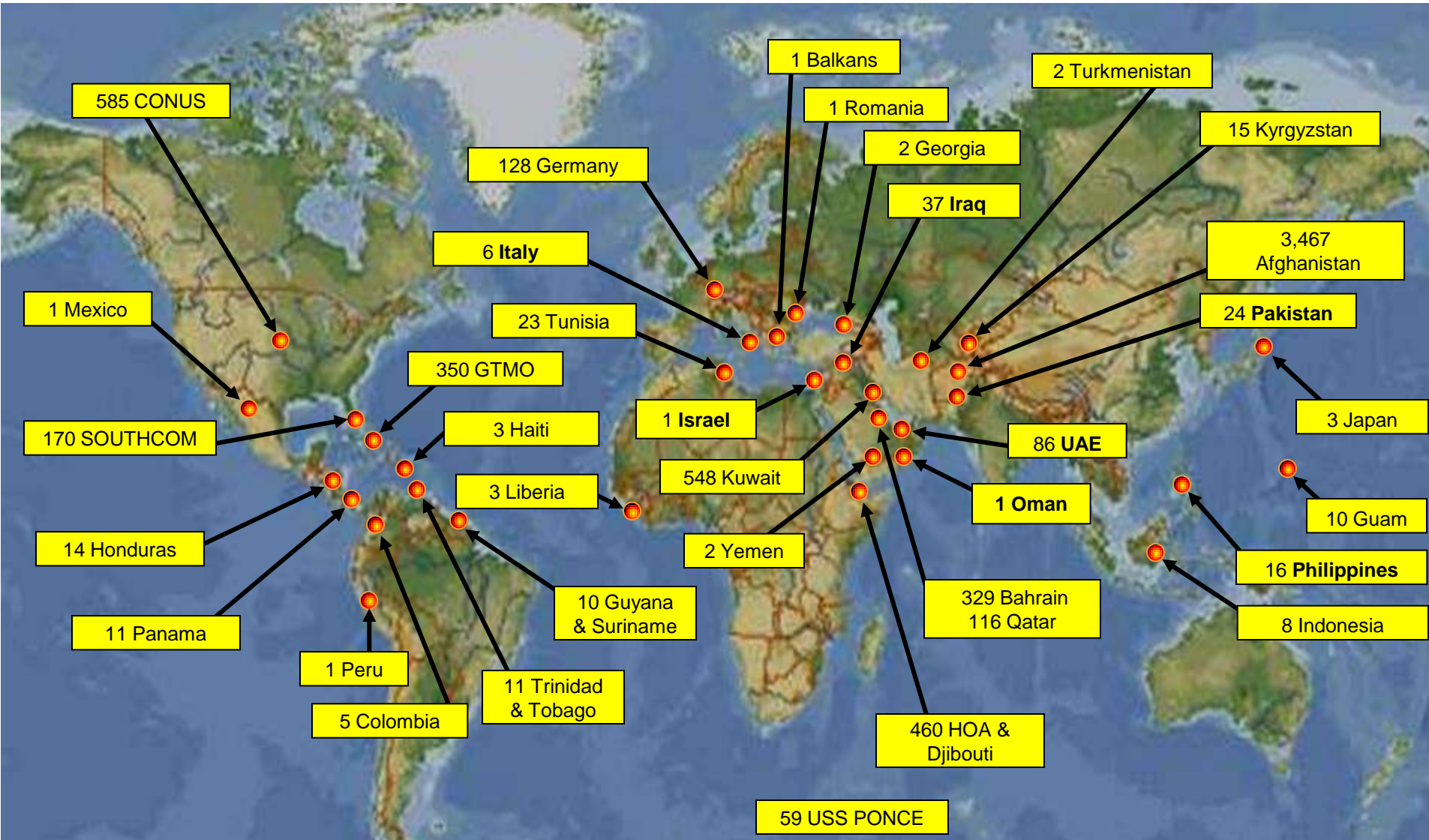
- *#5 (NAVADMIN 099/09): Assignment of CIAC*

IA Sailor Types of Orders

- ## IAMM (Individual Augmentee Manpower Management)
  - AC Sailor who executes IA assignment TDY from parent command mid-tour (rip to fill)

- ## OSA (Overseas Contingency Operations Support Assignment)
  - AC Sailor (Enlisted only) who executes IA assignment as part of normal PCS process
  - Sailor goes TEMADD or ITDY from the Parent Command and returns to Parent Command for 60 days upon completion of IA assignment prior to PCS to new command
  - Command receives backfill upon Sailor departure for IA assignment

- ## GSA (Global Support Assignment)
  - AC Sailor (Officer only) who receives PCS orders to ECRC and goes TEMADD/TDY on IA assignment from ECRC
  - Officer does not return to Parent Command upon completion of IA assignment
  - Despite the PCS, the Parent Command retains CIAC responsibility for the duration of the IA assignment

- ## RC MOB (Reserve Component Mobilization)
  - RC Sailor mobilizes through the NOSC and the NOSC retains CIAC responsibility for the duration of the IA assignment
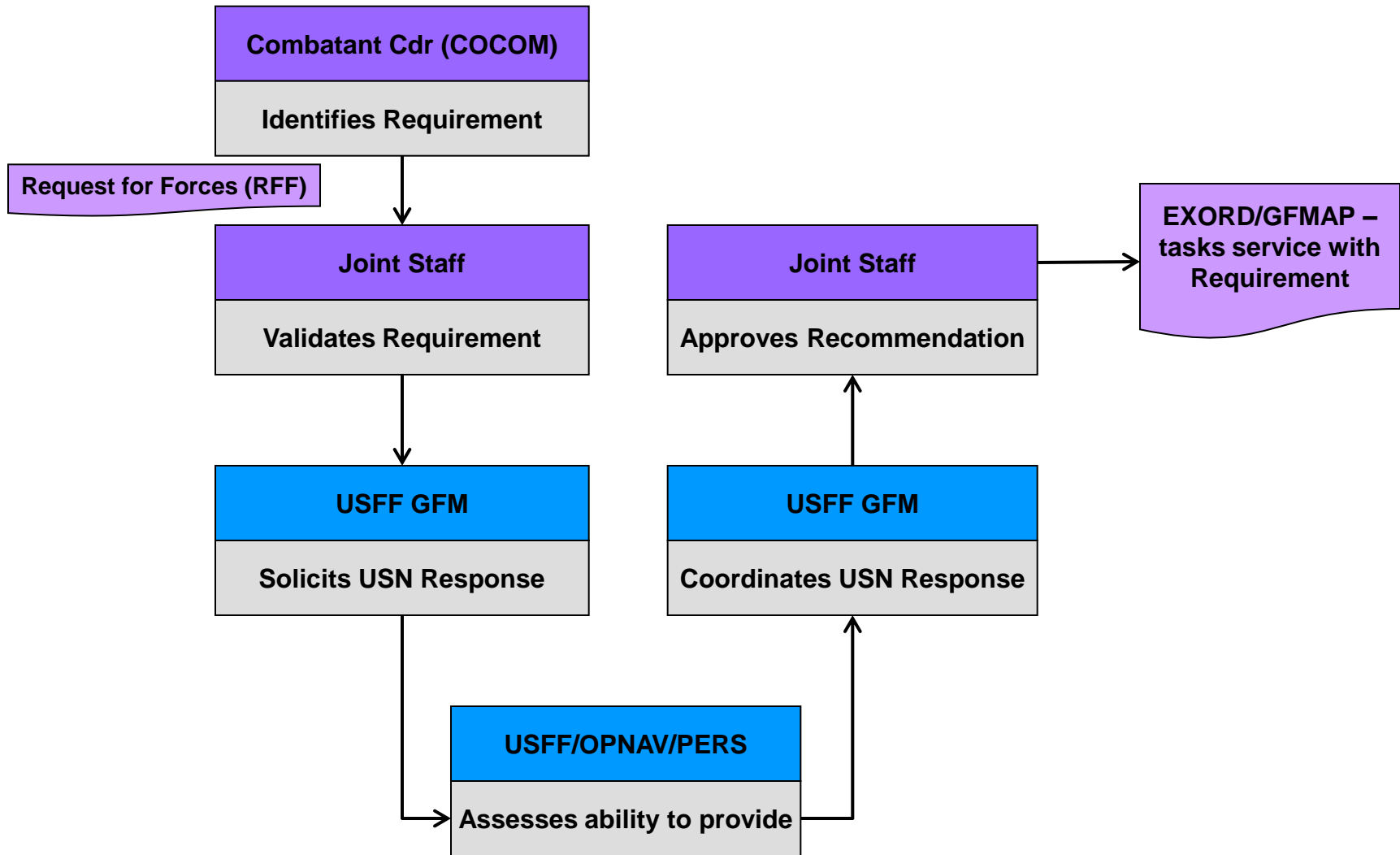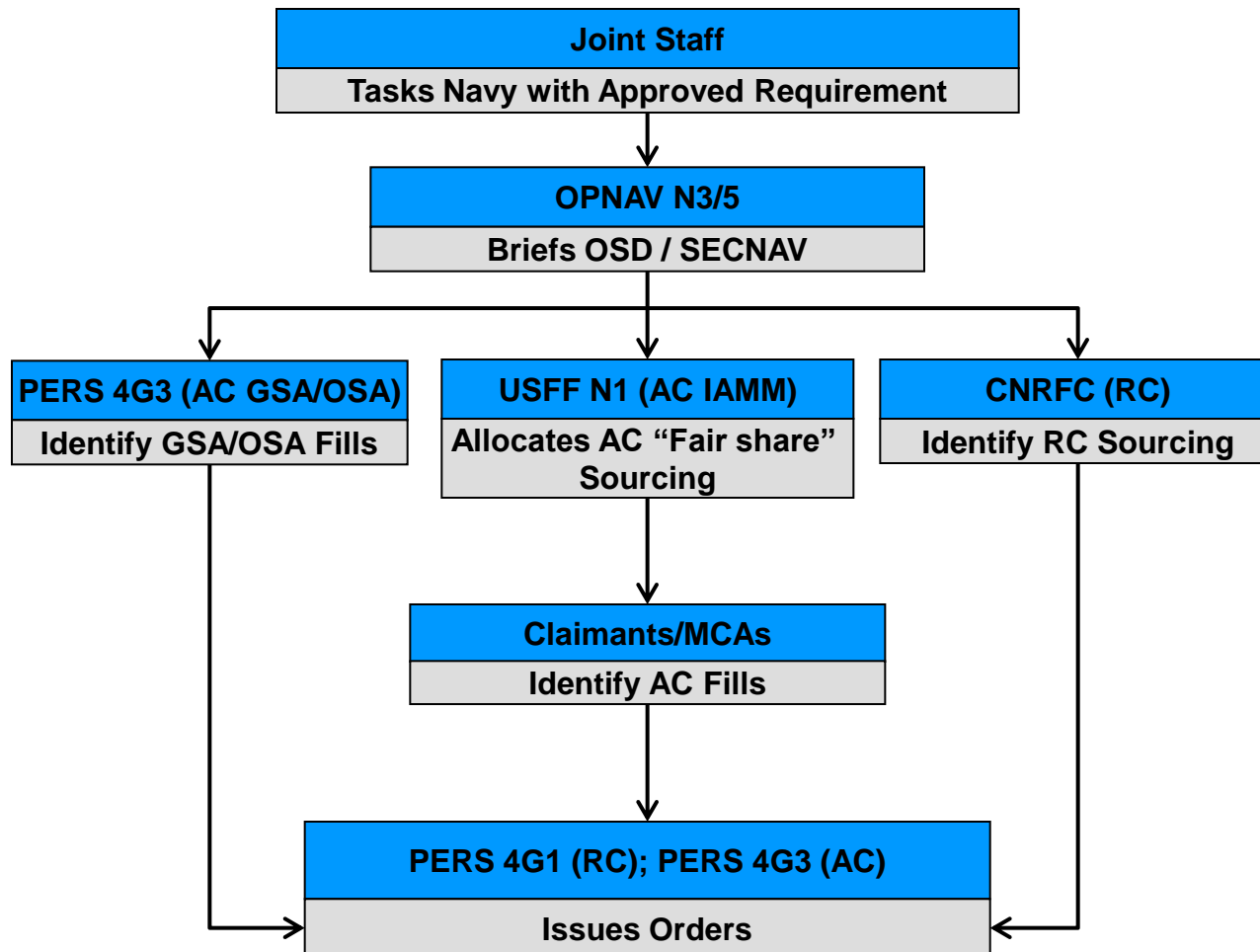
Global Navy IA Locations

585 CONUS

1 Balkans

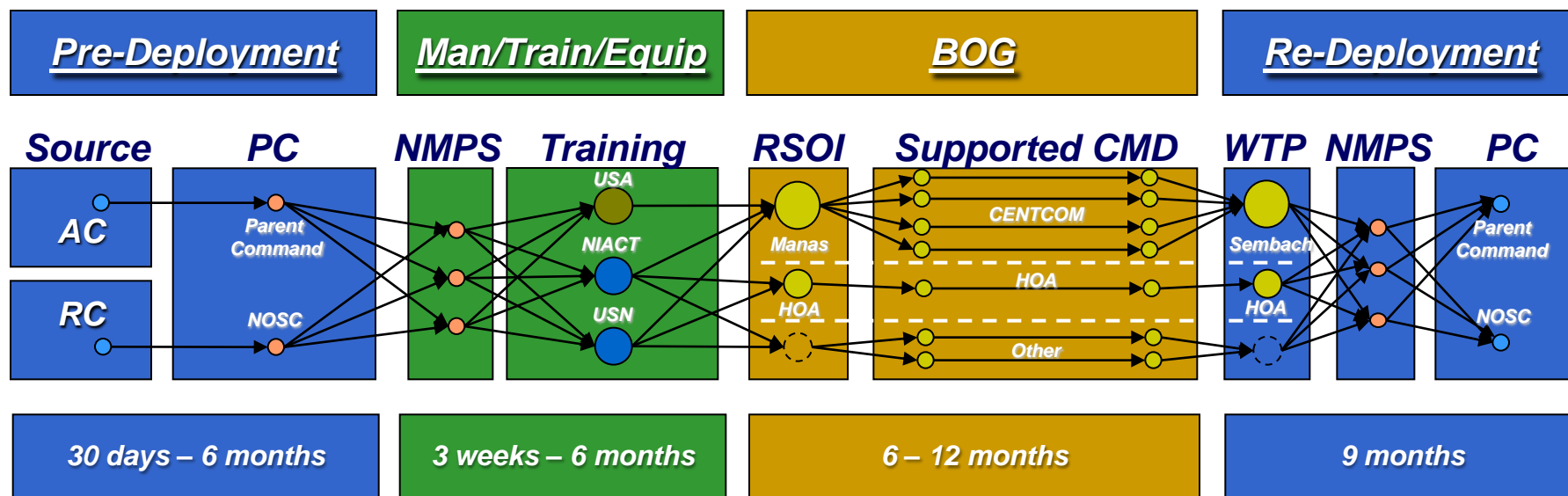1 Romania

2 Turkmenistan

15 Kyrgyzstan

2 Georgia

128 Germany

37 **Iraq**

3,467 Afghanistan

6 **Italy**

24 **Pakistan**

1 Mexico

23 Tunisia

3 Japan

350 GTMO

170 SOUTHCOM

3 Haiti

1 **Israel**

86 **UAE**

548 Kuwait

14 Honduras

3 Liberia

1 Oman

10 Guam

2 Yemen

16 **Philippines**

11 Panama

10 Guyana & Suriname

329 Bahrain 116 Qatar

8 Indonesia

1 Peru

11 Trinidad & Tobago

5 Colombia

460 HOA & Djibouti

59 USS PONCE

Navy IA Requirements Process

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┌─────────────────────────────────┐
│    Combatant Cdr (COCOM)        │
├─────────────────────────────────┤
│      Identifies Requirement     │
└─────────────────────────────────┘
                │
   Request for Forces (RFF)
                │
                ▼
┌─────────────────────────────────┐       ┌─────────────────────────────────┐      ┌──────────────────────────┐
│         Joint Staff             │       │         Joint Staff             │      │  EXORD/GFMAP –           │
├─────────────────────────────────┤       ├─────────────────────────────────┤ ───▶ │  tasks service with      │
│      Validates Requirement      │       │     Approves Recommendation     │      │  Requirement             │
└─────────────────────────────────┘       └─────────────────────────────────┘      └──────────────────────────┘
                │                                          ▲
                ▼                                          │
┌─────────────────────────────────┐       ┌─────────────────────────────────┐
│          USFF GFM               │       │          USFF GFM               │
├─────────────────────────────────┤       ├─────────────────────────────────┤
│      Solicits USN Response      │       │    Coordinates USN Response     │
└─────────────────────────────────┘       └─────────────────────────────────┘
                │                                          ▲
                │          ┌─────────────────────────────────┐
                │          │      USFF/OPNAV/PERS            │
                │          ├─────────────────────────────────┤
                └────────▶ │    Assesses ability to provide  │ ──────────┘
                           └─────────────────────────────────┘
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Navy IA Sourcing Process

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                    ┌─────────────────────────────────────┐
                    │             Joint Staff              │
                    ├─────────────────────────────────────┤
                    │  Tasks Navy with Approved Requirement │
                    └─────────────────────────────────────┘
                                      │
                                      ▼
                    ┌─────────────────────────────────────┐
                    │             OPNAV N3/5               │
                    ├─────────────────────────────────────┤
                    │         Briefs OSD / SECNAV          │
                    └─────────────────────────────────────┘
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PERS 4G3 (AC GSA/OSA)	USFF N1 (AC IAMM)	CNRFC (RC)
Identify GSA/OSA Fills	Allocates AC "Fair share" Sourcing	Identify RC Sourcing

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                    ┌─────────────────────────────────────┐
                    │            Claimants/MCAs            │
                    ├─────────────────────────────────────┤
                    │           Identify AC Fills          │
                    └─────────────────────────────────────┘
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PERS 4G1 (RC); PERS 4G3 (AC)
Issues Orders

Definition of a CIAC

CIAC Defined

- **The Command IA Coordinator (CIAC) is the individual assigned by the Commanding Officer or Officer in Charge to provide support to the IA Sailor and Family throughout the IA Continuum**

  - *Acts as a mentor, advocate and professional source of information for the IA Sailor before, during and after an IA assignment*

  - *Should be an E-7 or above, preferably with previous IA experience*

  - *Shall complete initial training on NKO (TBD in FY13)*

  - *Shall be designated in writing by the CO or OIC*

  - *Must have personal initiative and command support to be successful*

- **All Navy commands with Sailors on IA Orders awaiting departure, currently on IA assignment or having returned from IA assignment within the last 9 months must have a CIAC designated in writing by the CO or OIC**

  - *All NOSCs must have designated CIACs to support RC IA Sailors assigned to lower echelon RC units*

Importance of CIAC Support of IA Sailors

IA Comments

Four Star Hotel?... NOT!!!

"Hospital Facilities"… MASH Style

ONE WEEKEND A MONTH MY ASS!

"Internet Café" facilities…

"Hit the deck… and take cover!"

If you can't make much out of this photo, I'm not surprised. I couldn't see much either when I was lying on my belly a few hours ago. We were enjoying lunch at the dining facility (the "DFAC") when the foreboding alarms went off, alerting us of an incoming rocket. As we have been instructed, we all hit the deck, covering our heads. One does this for several minutes and then seeks out a bomb shelter or "hardened" building.

- ## *Sailor Comments from USFF Post Deployment Surveys*

I keep trying to forget this whole thing ever happened, but it keeps getting brought back up. Nobody cared that I left, and nobody cared that I came back, with the singular exception of my Chief, and nobody told him what to do either. If there was a crack to fall through, I fell through it. Throughout my entire deployment and for six months afterward, I had no idea who my CIAC, or if I even had one (I didn't). A chief called me in August (7 months after I returned) claiming to be my CIAC, but who needs a CIAC half a year after they get back from an IA? He was about a year and a half late.

- AC, E4-E6, CENTCOM

My Command CIAC was OUTSTANDING!!! We had a natural disaster that affected our home and the CIAC went above & beyond to help out my family

- RC, O3-O4, Afghanistan

What was the point? I received a few chain emails and one or two emails as I was preparing to depart HOA. For the level of support provided, I could have done without.

- AC, O3-04, HOA

CIAC sucked, all I received were nasty grams about make contact. Reserve unit never contacted my family. I initiated most contacts with them.

- RC, O5-O6, Afghanistan

My CIAC never communicated with me and I had to reach deeply into my command to find out my redeployment time frame for checking in getting liberty. No one, save my DIVO from back home, made an effort to get me information and I continued to receive NFAAS emails every 1-2 weeks that said my CIAC was not inputting data on me. I received word from her only after 3 weeks and 3 emails, and she emailed me one week before I was due back in the US just to say there was nothing else for her to do. I didn't need the support, but I needed information and it wasn't available without digging deeply. Unsatisfactory.

- AC, O1-O2, Kuwait

My CIAC was worthless. His only contact with me was after I initiated contact with a email. He is a great example of a NOSC sailor that pushes papers and will never deploy in harms way.

- RC, E4-E6, Afghanistan

YOU Absolutely Make The Difference!

Break

CIAC Responsibilities in the IA Continuum

The IA Continuum

| Pre-Deployment | Man/Train/Equip | BOG | Re-Deployment |

Stakeholders
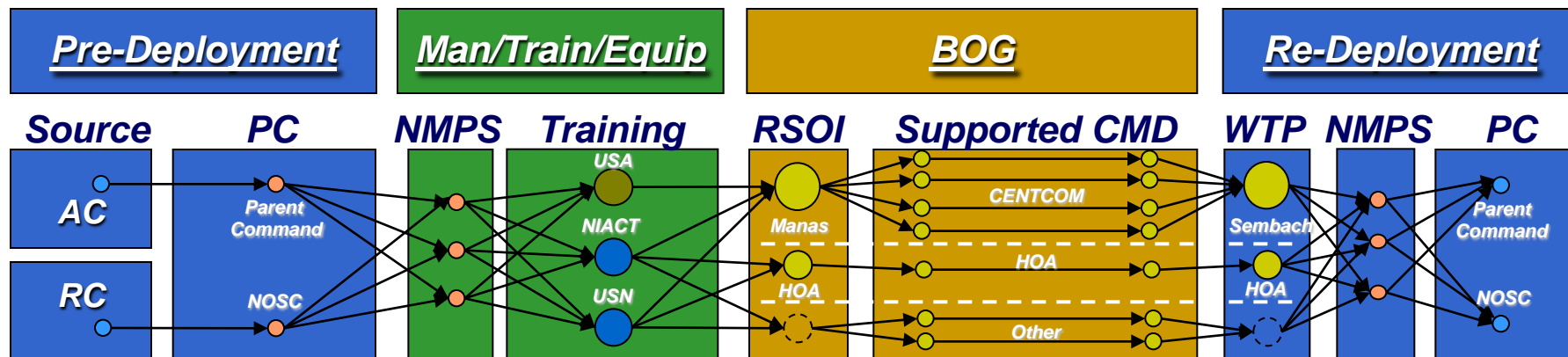
PERS-4G	CNIC	**CIAC**	WTP
CIAC	NMPS	Supported Command (NAVCENT, NAVAF, NAVSO, NAVEUR, PACFLT)	ECRC
USFF	BUMED		NMPS
ECRC	**CIAC**	FFSC	**CIAC**
CNRFC	ECRC	NFAAS	CNRFC
FFSC	USFF		FFSC
NFAAS			NFAAS
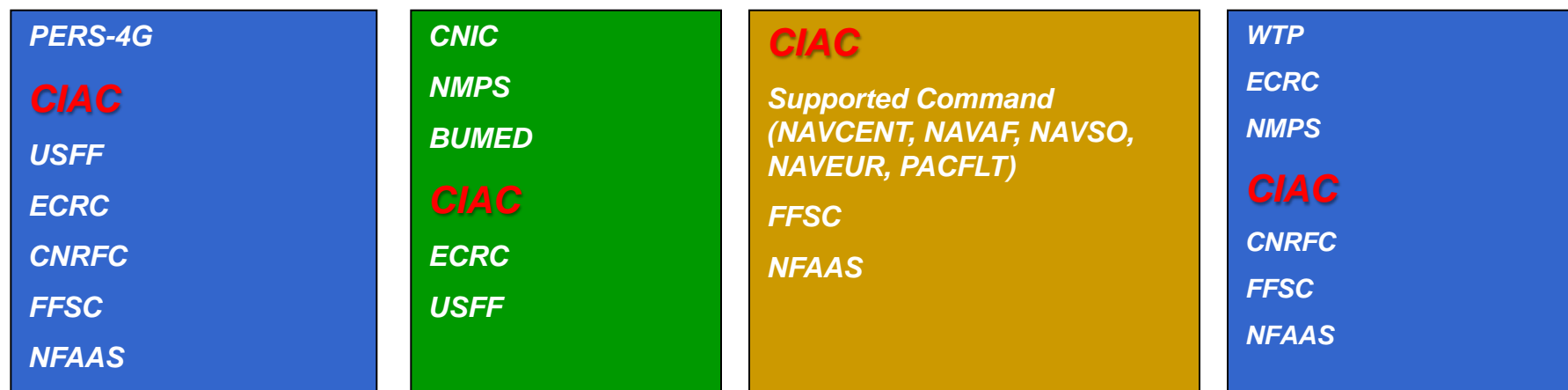
The CIAC is the sole support link for the IA Sailor throughout the Continuum!

Phase I

Pre-Deployment
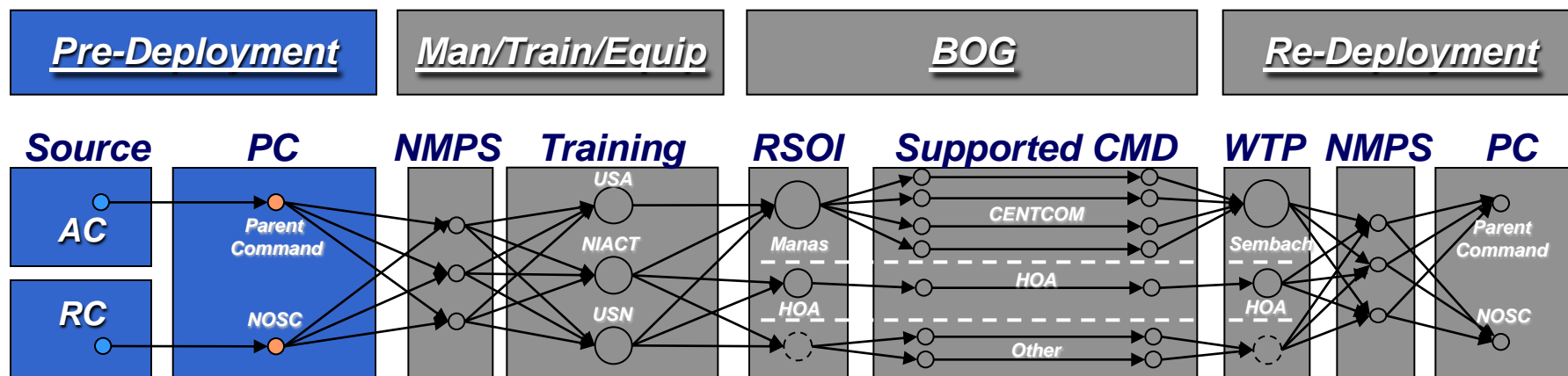
CIAC's Role

- *Read and explain orders with IA Sailor*

- *Facilitate, monitor and ensure completion of all IA screening checklists:*
  - *Coordinate with IA Suitability Screening Coordinator (medical POC for IA deployment requirements)*
  - *Ensure Sailor is provided time to complete checklist requirements*
  - *Notify command immediately of any problems*

- *Prepare the Sailor and Family for upcoming IA assignment*

- *Shape the IA Sailor's expectations for the Training and BOG Phases:*
  - *What to expect at NMPS, CONUS Army Training and In-Theater command*
  - *Contact POCs for information*

CIAC's Role (cont.)

- *Assist in Family preparation*
  - *Establish relationship with FFSC Independent Deployment Support Specialist (IDSS)*
  - *Determine Family's plans during IA deployment (remain local, move in with family/friends, etc.)*
  - *Provide Sailor access to the FFSC Family Handbook*
  - *Ensure DEERS and TRICARE info are current*
  - *Encourage Sailor/Family attend FFSC pre-deployment briefs*
  - *Provide Sailor/Family with info on other support services (CO, CMC, CIAC, Ombudsman, Chaplain, Family Readiness Group, FFSC, IDSS)*
- *Begin management of Sailor's IA record in NFAAS*
  - *Ensure Sailor updates personal/family contact info in NFAAS*
  - *Explain NFAAS and its role in documenting Sailor/Family contact*
  - *Determine Family's desired contact interval (daily, weekly, monthly, emergencies only, other)*
  - *Document all actions in NFAAS*

View IA Orders in BOL

View IA Orders

- *MILPERSMAN 1300-318 contains all IA screening requirements*

- *BUMEDINST 1300.3 contains IA medical/dental screening requirements*

- *Screening Checklists:*
  - *NAVPERS 1300/22 (Expeditionary Screening Checklist)*
  - *NAVPERS 1300/21 (Medical Suitability Certification)*
  - *NAVMED 1300/4 (Expeditionary Medical & Dental Screening for IA and Support Assignments to OCO)*

- *CO/XO report ESC and IA suitability screening completion via BUPERS Online (BOL)*

NAVPERS 1300/22

- *NAVPERS 1300/22 (Admin. Expeditionary Screening Checklist (ESC))*
- *Checklist highlights:*
  - *Qualification review:*
    - *Proper skill set for mission*
    - *Career issues which could impact IA assignment (OBLISERV, HYT, PTS, dwell, etc.)*
    - *Performance issues which could impact IA assignment (FITREP/EVAL)*
  - *Career management*
    - *Transfer worksheets/exams to BOG IA Support agency*
    - *SRB*
    - *PRD adjustments*
  - *Valid Security Clearance for mission*
  - *ISOPREP*
  - *Passport up to date*
  - *Valid Government Travel Credit Card*
  - *E-Learning required course list (now good for 1 year)*
  - *Pay issues*
  - *Legal issues*
  - *PFA issues/PRIMS transfer to IA status*
  - *Family Readiness (Page 2, DEERS, SGLI, NFAAS info, etc.)*
- *Checklist must be complete within 30 days of receipt of orders**
- *Requires CIAC, Legal Officer, CMC/SEA and CO/OIC signatures*
- *Must be archived by the CIAC for 2 years*

* Some items will be completed later due to medical requirements

NAVMED 1300/4 & NAVPERS 1300/21

- **NAVMED 1300/4 (Medical & Dental Screening Checklist)**
  - *Checklist highlights:*
    - *Record screened for Medical Readiness*
    - *Audiogram / Eye examination*
    - *Immunizations (General and AOR specific)*
    - *Labs*
    - *Medications (appropriate supply for deployment duration)*
    - *Some items may not be completed until w/in 60 days of deployment*
    - *Directs completion of Pre-Deployment Health Assessment (DD 2795)*
      - Must be completed by, but no earlier than 60 days prior to the deployment date
      - Must be documented in Medical Readiness Reporting System (MRRS)
    - *Interview with health care provider*
    - *Waivers*
    - *Dental screening*
  - *Must be documented in MRRS*
- **NAVPERS 1300/21 (Medical Suitability Certification)**
  - *Certification by medical provider that member is medically qualified for IA assignment*
  - *Must be provided to the CO*
  - *Must be archived by the CIAC for 2 years*

Expeditionary Medical Screening

- ## CIAC responsibilities
  - *Ensure IA Sailor completes medical suitability screening at MTF/DHC*
  - *Coordinate with IA Suitability Screening Coordinator (IASSC)*
  - *Ensure CO reports suitability within 30 days of orders notification*

Step 1
- CIAC Schedules Appointment with MTF/DHC via IASSC

Step 2
- Sailor meets with IASSC for preliminary screen/checklist

Step 3
- Sailor completes medical requirements (labs, immunizations, provider interview)

Step 4
- MTF representative signs completed 1300-21 (medical suitability cert)

Step 5
- Sailor provides signed 1300/21 to CIAC (retain copy)

Step 6
- CO reviews signed 1300/21 & reports suitability via BOL

Average 2-5 days to complete

IASSC: MTF/DHC representative for IA medical suitability screening questions
- AOR specific requirements
- Special cases, waivers, etc.

Provider: Nurse practitioner, Physician's Assistant, or Medical Officer
- Conduct screening interview/update MRRS

CO/XO IA BOL Suitability Screening

IA Screening Timeline

IA Orders generated by PERS-4G (goal is 180 days notice)

CO reviews and signs NAVPERS 1300/21 & 1300/22 and reports suitability via BOL
Some items will NOT be complete

IA Sailor reports to NMPS (NOSC for RC MOB)

← 30 days → | **← 120 days →**

IA Sailor, CIAC & Command complete the Expeditionary Screening Checklist (NAVPERS 1300/22) with exception of items that must be completed within 60 days of deployment

IA Sailor, CIAC & Medical complete the IA Medical Expeditionary Screening Checklist (NAVMED 1300/4)

IA Sailor and Medical provider complete Pre-Deployment Health Assessment (DD 2795) Up to 120 days prior to NMPS

IA Sailor and CIAC provided completed NAVPERS 1300/21, 1300/22 and NAVMED 1300/4 to Commanding Officer for review & signature

Orders direct IA Sailor to NPC and BUMED websites to begin IA screening process per MILPERSMAN 1300-318

Medical provider completes the IA Medical Suitability Certification (NAVPERS 1300/21)

IA Sailor, CIAC & Command complete remaining Expeditionary Screening Checklist items

- *Sailor has all IA related documents (to include screening checklists) in their possession*
- *IA's Family is prepared for upcoming deployment*
- *Command internalizes ownership of IA Sailor and Family for duration of IA assignment*
- *Command conducts appropriate send-off for IA Sailor and Family*
  - *Face-to-Face with Family*
  - *All contact info is up to date*
- *Next stop: NMPS*

Contact Information

Navy IA Website: www.ia.navy.mil

RC Mobilization: NESA@navy.mil

                           1-866-827-5672

IAMM/GSA/OSA: 1-866-U-ASK-NPC

HHG Helpline: 1-800-444-7789

Phase II

Training & Equipping
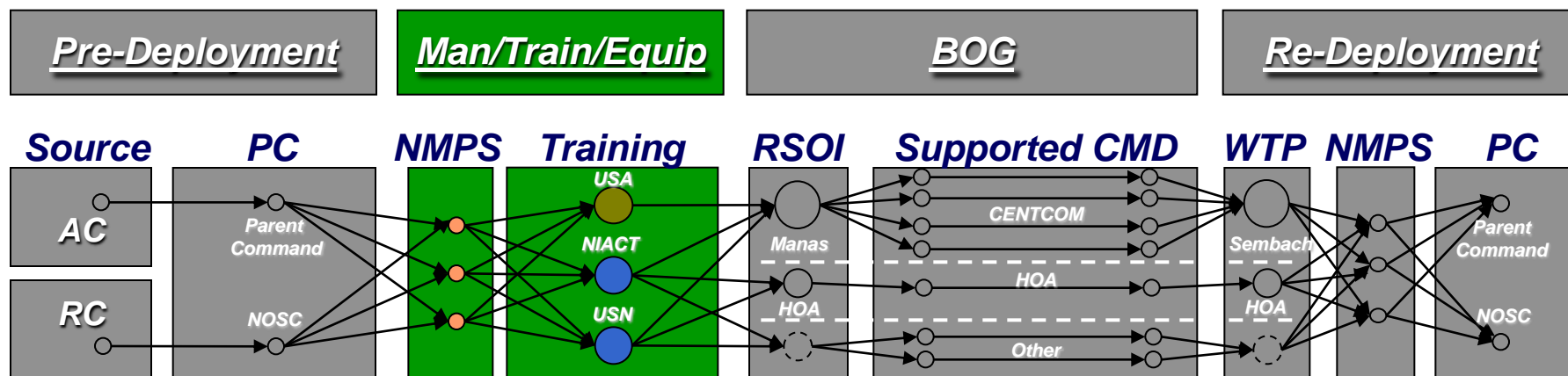
CIAC's Role

- *Support the IA Sailor with resolution of any Sailor or Family issues that arise during NMPS or CONUS Training*

  - *Report issues to chain of command*

  - *Coordinate with IDSS for resolution*

  - *Inform ECRC as appropriate for coordination via LNO at Training Site*

- *Continue contact and documentation in NFAAS*

- *Update IA's contact info in NFAAS info every time they change duty stations during the Training Phase*

NMPS San Diego

Navy Mobilization Processing Site Overview

CDR DAVE ARNOLD
Officer in Charge
December 2012

Agenda

- *NMPS Mission*

- *NMPS Locations*

- *NMPS Required items*

- *(RC) Mobilization Process/(AC) Deployment Process*

- *(RC) Demobilization Process/(AC) Redeployment Process*

- *Key Take-Aways / References & Resource*

Mission: Processing of AC (IAMM, GSA, OSA) and RC (MOB) IA Sailors for mobilization/deployment and demobilization/re-deployment in support of contingency operations worldwide.

- *Guiding reference: OPNAVINST 3060.7B, 25 April 2006*

- *Pre-deployment: Medical, legal, pay/administrative, uniform and equipment, and transportation*

- *Post-deployment: Medical (PDHA completion and verification), pay and post deployment benefits, legal, and transportation*

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Navy Mobilization Site Locations

Take-away:
- Three primary NMPS sites
  - **San Diego, Norfolk, Gulfport**
- Surge site at NMPS **Port Hueneme**

NSA NAPLES, IT

NAVREG MW/GLAKES

NMPS NORFOLK

NMPS PORT HUENEME

NSA MID-SOUTH

NMPS SAN DIEGO

MCB CAMP LEJEUNE

NAVREG SE

NAVREG HAWAII

NMPS GULFPORT

NAS PENSACOLA

PRIMARY SITES

SECONDARY SITES
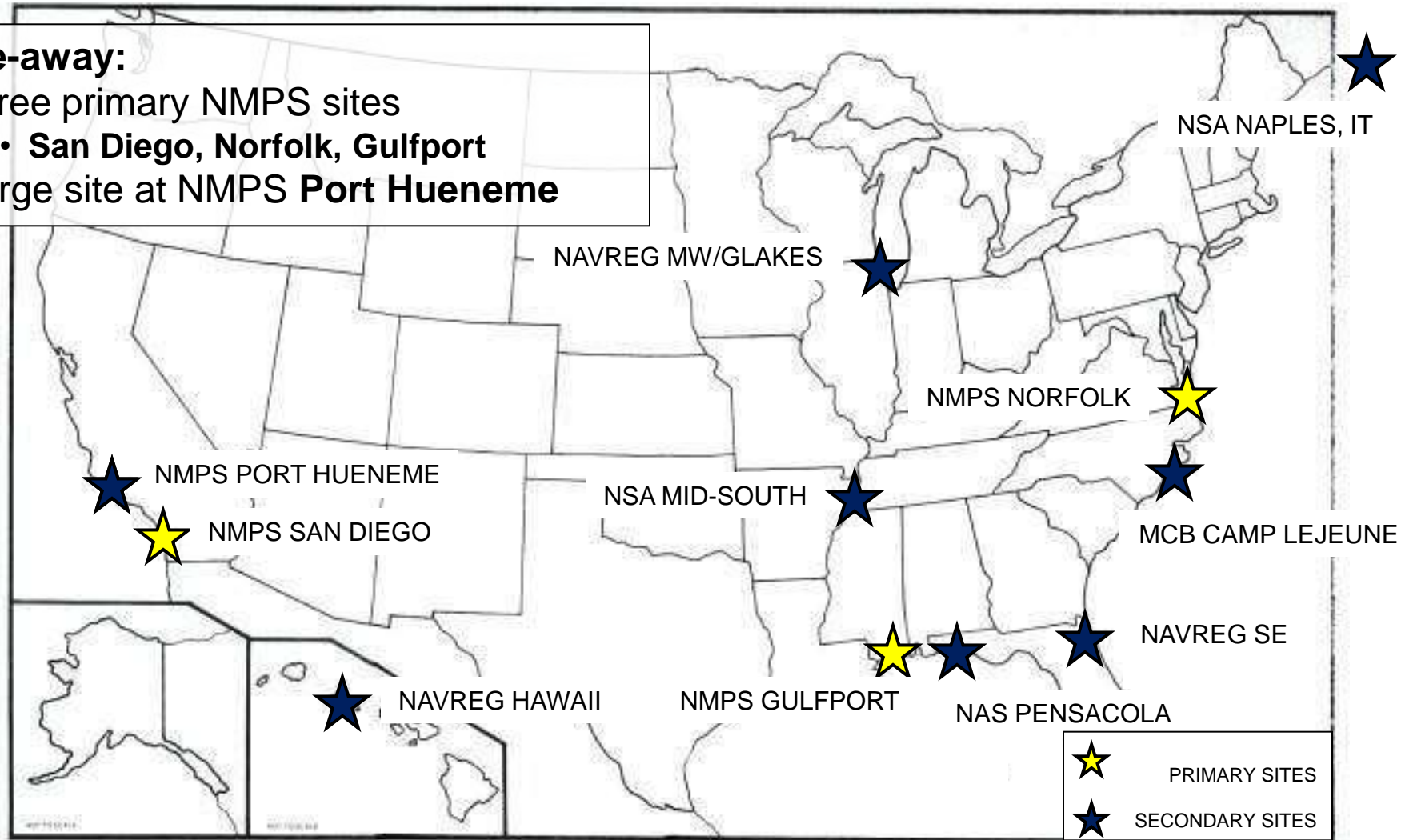
NMPS San Diego Required Items

Wear working uniform of the day

Bring:

- ❑ **Set of PT Gear**
- ❑ **IA Orders with command check-out stamp**
- ❑ **Medical & dental records**
- ❑ **1300/4/21/22 (**Completed**)**
- ❑ **Updated Page 2 & SGLI**
- ❑ **Certificates for pre-requisite NKO/Navy e-Learning training**
- ❑ **Activated GTCC**
- ❑ **2 pair of prescription glasses (current prescription)**
- ❑ **All prior DD-214s (RC for Demob)**
- ❑ **Rental agreements/mortgages**
- ❑ **Blank & voided checks (to establish Direct Deposit)**

Do not bring more than you can carry from the flight line to your tent

Navy IA Frequently Asked Questions: *http://www.public.navy.mil/ia/pages/faq.aspx*

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NMPS San Diego Responsibilities

NMPS is an Intermediate Stop for RC & AC IA Sailors

- *Completion of briefs (TRICARE, Legal, FFSC, PSD, VA, ECRC)*
  - *Provide Navy Wide Briefs (DADT, SAPR-L, SAPR-F)*
- *Administrative functions (orders, pay account for RC, etc)*
- *Uniform Issue (ECRC SD)*
- *Gas Mask Issue (ECRC SD)*
- *Verify Security/Country Clearance*
- *Medical/Dental Screen IAW CENTCOM Mod 10 or other as appropriate and traffic control of the medical process*
- *Transportation to Training Sites, Gaining Command, NOSC/Parent Commands*
- *Reporting via NMCMPS*

NMPS ensures IA is medically and administratively ready to go forward

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- *325 Sailors screened: (225 RC and 100 AC/month)*

  Average of 162.5/month

  Average NPQ rate = 1% (most common reasons: blood pressure, lipids, orthopedics, medication control)

- *Mobilization processing workload – percent arriving without forms:*

  - *15% without NAVPERS Form 1300/22*

  - *22% without NAVMED Form 1300/4*

  - *.30% without any forms*

Process & Sailor Accountability

NMPS	ECRC/NOSC	TPU

Process Flow

NMPS

-Check-in

- Uniform Sizing

-Briefings/OpsStressControl

- Medical/Dental Screening

- Admin/Legal/PSD/NKO

- *Disqualified for mission*

Or

- *Qualified for mission*

- Gas Mask Issue (ECRC)

- Training/Theater Brief

- Transportation

ECRC/NOSC

- Return to Parent Cmd (IAMM & OSA)/NOSC (RC)

Or

- Check-In with ECRC (GSA – PCS)

- Identify new training track/mission

- Rescreen/correct DQ issue
- Disqualified for mission

Or

- Qualified for mission

- Transportation (NMPS)

TPU

→ Txfr to TPU

- LIMDU

Or

- Med Screen for new PCS

Parent Command

- *339 Sailors screened: Average of 166 per month*

(132 RC/month and 207 AC) (MEDEVAL to date = 17)

  - *Active duty redeployment requirements:*

    - *Typically detaches < 24hrs*

  - *Reserve Component demobilization requirements:*

  - *DD-214 appointment; average detach within 4.7 days*

  - *Veterans Opportunity to Work (VOW) and the Veterans Employment Initiative (VEI) require all Reserve Component complete TAP upon demobilization. This requirement has the potential to add five additional days to the demobilization process.*

1991
National Defense Authorization Act
Established TAP program

Not Applicable for RC

Not Mandatory for AC

→

2011
Veteran's Opportunity to Work (VOW) Act
Established *mandatory* *TAP program*

Includes requirement for RC on active duty 180+ days to attend

→

Reservists are required by law to attend as of:

26 NOV 2012

The demobilization process becomes *2 weeks at NMPS* (without an approved waiver) before return to NOSC

VOW is comprised of three parts:
- **Pre-separation Counseling – 1 day**
- **Veterans' Benefits brief – 1 day**
- **Dept of Labor (DOL) brief - 3 days ***

Only the DOL portion can be exempted

Exemptions for Dept of Labor Briefs are granted for any of the following criteria:

o Confirm employment

o Confirm enrollment in an accredited technical training, undergraduate or graduate degree program OR

o Confirm previously attended TAP class

Members who exempt the DOL portion still MUST complete:

o Pre-separation Counseling and

o Veterans' Benefits portions

This will be completed during the first week at NMPS so you can return to your NOSC as originally scheduled.

Waivers are confirmed via DD 2648-1, during Pre-separation Counseling

Demobilization/Redeployment Process Flow

Reserve Component

- **Reception and transportation (ECRC)**

  Check-in (NMPS)

  Determine Members TAPS Intent

  - USFF IA Survey

  - ePDHA & Medical provider certification (online)

  - Provider Medical Screening (Dedicated SMO)

  → *If "fit for duty"*

  - Briefings (VA, TRICARE, Fleet & Family Chaplain – Operational Stress Control)

  - PSD for DD214 then transportation to NOSC

  → **- If not found "fit for duty"**

  MEDDELAY (7-10 days) for medical provider follow-up and consult

- * *IF DETERMINATION CANNOT BE MADE OR MEMBER CANNOT BE "FIXED" WITHIN THAT TIME PERIOD THEY ARE PLACED IN*

  "MEDICAL EVALUATION STATUS"

Active Component

- **Reception and transportation from San Diego International Airport (ECRC)**

  - Check-in (NMPS)

  - USFF IA Survey

  - ePDHA & Medical provider certification (online form)

  - Provider Medical Screening

  - GSA: Report to ECRC for Follow on Orders

  - IAMM & OSA: NMPS *(arranges transportation back to parent command)*

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Key Take-Aways

CIAC Manages process from start to finish

Mobilization

Unit CO/XO – Sailor Readiness – 100% Always – MOB DET MOBEX?

Parent command or NOSC pre-screening

- *Checklists are guides to the critical questions. Pursue potential issues and resolve problems before detaching the Sailor.*
- *NAVMED 1300/4; NAVPERS 1300/21; NAVPERS 1300/22*
- *Complete the Report of Medical History (DD Form 2807-1).*
- *Take action on Small Arms Waiver/Medical Waivers before transferring to NMPS*
- *Member should come with GTCC before arriving at NMPS*

NMPS/NOSC/parent command communications

- *Helps to ensure a more successful mobilization*

Demobilization

Communication between NMPS and NOSC to make this phase a success

- *Welcome Home*

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NMPS Info

NMPS San Diego
4170 Norman Scott Rd
Bldg 3232 Suite 1-45
San Diego, CA 92136-5597
NMPS Quarter Deck: 619.556.3784
NMPS Duty Officer: 619.887.8080
http://www.cnic.navy.mil/CNRSW/About/RegionalDepartments/Operations/NMPS/index.htm

NMPS Norfolk
Located just inside Gate 2 onboard Naval Station Norfolk (NAVSTA Norfolk) in Building J-50, D-Wing, 2nd Deck.   The NMPS entrance is located on the backside of Building J-50 off the corner of Bacon and Morris Streets behind the flag pole and anchors.
NMPS Phone - (757) 438-3375
Email - NMPS-Norfolk@navy.mil
http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/Norfolk/index.htm

NMPS Gulfport
Located on the second deck of building 114 onboard the Naval Construction Battalion Center (NCBC) Gulfport, MS.
Quarter Deck - (228) 871-2184
NMPS OOD - (228) 323-7075
Email - NMPSGulfport@navy.mil
http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/Gulfport/index.htm

Expeditionary Combat Readiness Center (ECRC)

ECRC

- **Primary Missions**

  – **Train and Equip Individual Augmentees**

    - **LNO representatives at CONUS Army Training Sites**

  – **Provide Support to IAs and their Families**

  – **Family Readiness and CIAC Support**

    - **ecrc.fs.fct@navy.mil**

    - **1-877-364-4302 (24 hour hotline)**

    - **OPS Help Desk**

      – **ecrc.hq.fct@navy.mil**

      – **757-462-4744 x119**

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    - **OPS Help Desk**

      - **ecrc.hq.fct@navy.mil**

      - **757-462-4744 x119**

CONUS Army Training

- **Combat Skills**
  - *Navy Individual Augmentee Combat Skills Training (NIACT)*
    - *17 days at Fort Jackson, SC*
    - *Minimum training required to enter CENTCOM AOR*
  - *1st Army Combat Skills Training*
    - *30-54 days at Fort Dix, NJ, or Fort Bliss, TX*
    - *Higher level training than NIACT, required for certain missions*
  - *Topics include*
    - *Intro to the Army / Army Values*
    - *Weapons qualifications*
    - *First Aid / Combat Life Saver*
    - *Land Navigation*
    - *Convoy training*
    - *Personnel recovery*

- **Mission-Specific Training**
  - *Various combinations of training at different CONUS locations based on specific IA assignment*

- **Check orders for Training I-Stop locations, duration & sequence**

CONUS Training Sites

Ft. Lewis

Wright Patterson AFB

Ft. Belvoir

Newport, RI

Camp Atterbury

Charlottesville

Ft. Dix

Camp Pendleton

Ft. Sill

Ft. Leonard Wood

Fort Meade

HQ

Det San Diego

Ft. Bliss

Ft. Campbell

Ft. Knox

Ft. Lee

Ft. Huachuca

Texarkana RRAD

Ft. Benning

Ft. Bragg

FT Jackson (NIACT)

Sam Houston

Ft. Polk

Ft. Gordon
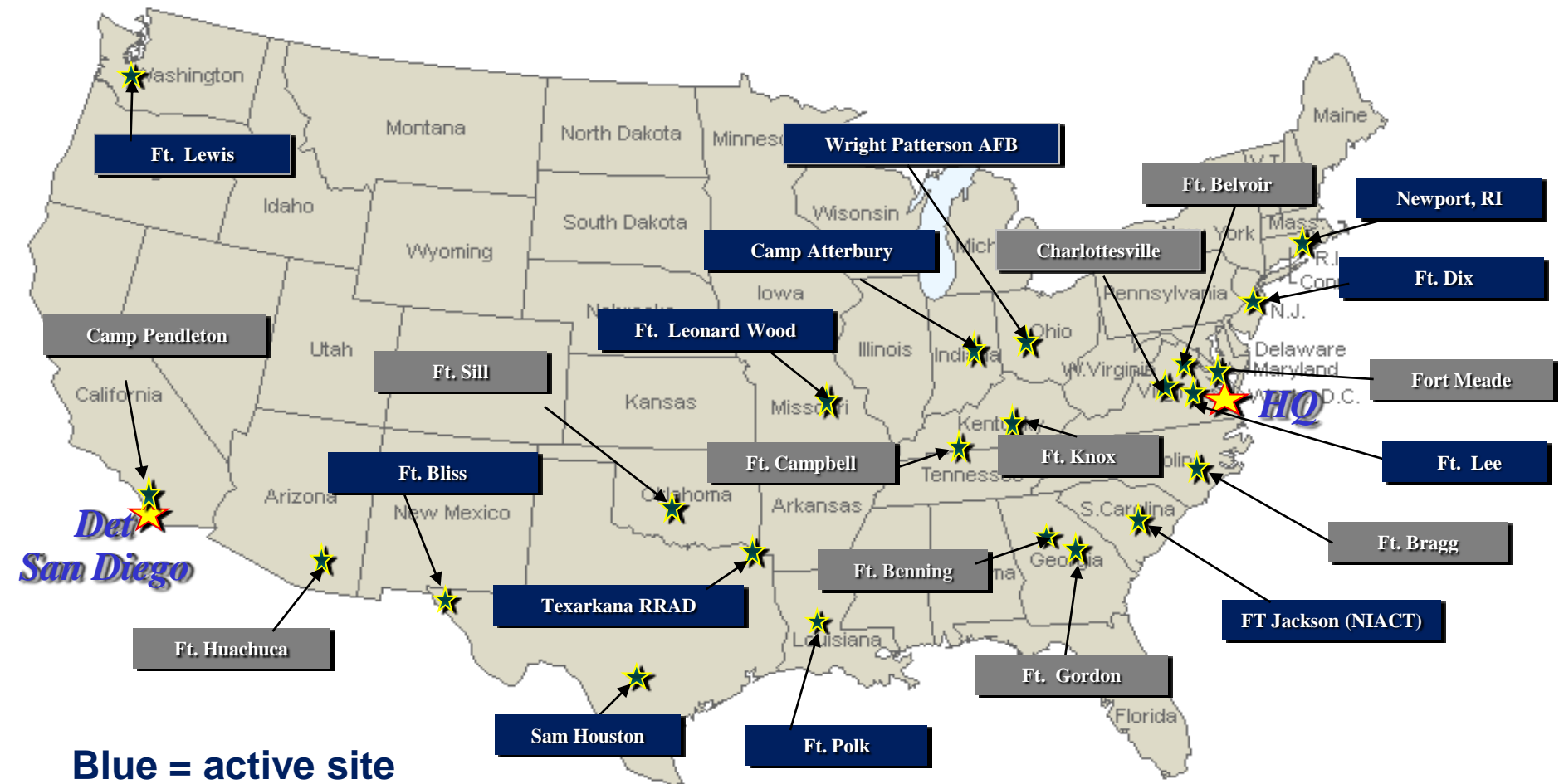
Blue = active site
Gray = inactive

Training on 1ˢᵗ Army Installations

- *Training environment designed to replicate the deployed environment*

- *Many Restrictions:*
  - *General Order #1 (1ˢᵗ Army sites only)*
    - *No alcohol*
    - *No off-base liberty*
    - *No civilian clothing*
  - *No personal vehicles*
  - *No family visits while in training*

- *Army conducts business different than Navy*
  - *Cultural differences*
  - *Differences in paygrade authority*
  - *ECRC has detachments at most CONUS Army Training sites to facilitate issue resolution*
    - *Navy Officer (O4/O5) / SEA (E7/E8) present as a liaison between Navy students and Army trainers*

Training Completion

- *IAs depart final CONUS training site and travel to theater via Airlift (AMC military or charter flight)*
  - *Sailors in training for >45 days with deployment orders of at least 179 days are authorized a pre-deployment I-Stop back to parent command (leave)*
    - o *Usually 8-10 days*
    - o *Theater travel date ultimately dictates length of leave*
    - o *Site LNOs will coordinate travel w/ECRC HQ staff*
    - o *Standard leave for those electing to travel to locations other than parent command (e.g. Sailors pay their own way to/from training site)*

- *Arrive at Reception, Staging, Onward Movement & Integration (RSO&I)*
  - *NAVCENT FWD HQ Manas, Kyrgyzstan for Afghan deployers*
  - *Kuwait for CENTCOM/non-Afghan deployers*
    - o *Boots On Ground (BOG) counter starts*
    - o *Additional briefings, acclimation, and administrative processing*
    - o *Transportation to ultimate duty station*

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Lunch

NIACT
(Navy IA Combat Training)
Fort Jackson, SC
Video

Boots on Ground (BOG)

| Pre-Deployment | Man/Train/Equip | BOG | Re-Deployment |

Source — **PC** — **NMPS** — **Training** — **RSOI** — **Supported CMD** — **WTP** — **NMPS** — **PC**

AC

RC

Parent Command

NOSC

USA

NIACT

USN

Manas

HOA

CENTCOM

HOA

Other

Sembach

HOA

Parent Command

NOSC
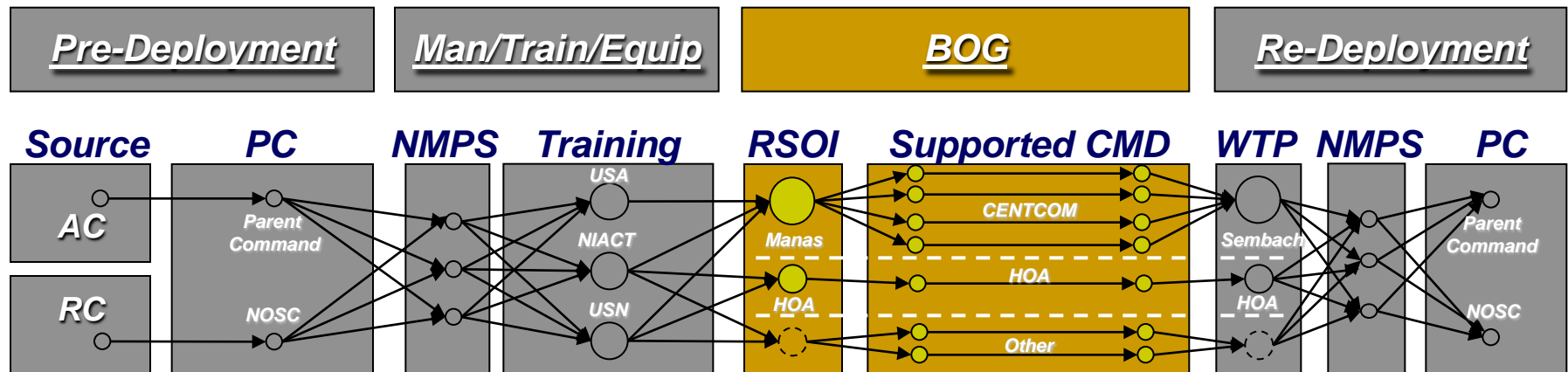
CIAC's Role

- *Support the IA Sailor with resolution of any Sailor or Family issues that arise while BOG*

- *Obtain in-theater contact info and update NFAAS & command social roster*

- *Keep command informed on the IA Sailor's activities & well being and vice versa*

- *Maintain contact with IA and Family*
  - *Do not let the IA Sailor feel forgotten or abandoned by the parent command*
  - *Document contact with IA Sailor and Family in NFAAS*

- *Keep Family involved in command activities (official and social)*

- *As the end of the IA assignment approaches:*
  - *Keep command informed of any changes to re-deployment orders*
  - *Schedule FFSC pre-return brief for Family (if desired)*
  - *Plan welcome home event for IA Sailor and Family*

IA BOG Support Options

Parent Command via CIAC

Chaplain FFSC IDSS

Family & Friends

ECRC (GSA)

IA Sailor

USFF

USFF IA Executive Agent direct email address: usff.ia.fct@navy.mil

Theater Supported Command

Theater ADCON (CTF-IA)
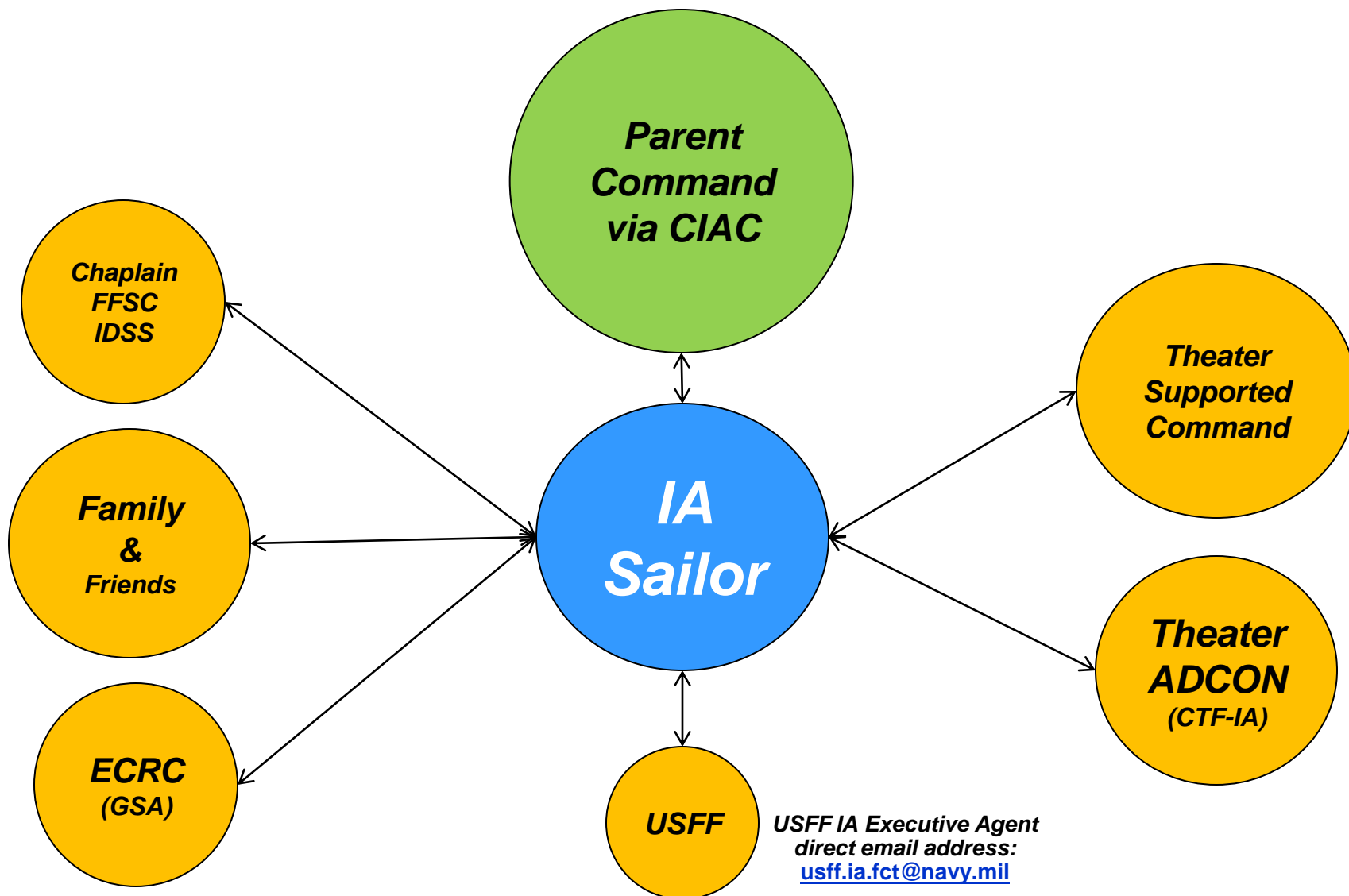
CIAC Effectiveness: BOG

- ## *Sailor Comments from USFF CIAC Support Survey*

I was provided a boilerplate monthly email from someone who was allegedly my CIAC but when I tried to respond for assistance with an issue that I needed to deal with, I got an auto-response email indicating that person no longer worked there.

- RC, O5-O6

It would have been easier to get in touch with Santa Clause. I was out of sight, out of mind. My emails were rarely responded to.

- AC, E4-E6

I never heard from my CIAC and when I contacted him about an E-7 exam waiver it was like pulling teeth trying to get answers.

- RC, E4-E6

The CIAC assisted my wife with pay issues when contract errors resulted in my family being dropped from TRICARE 6 months before my return. CIAC kept in touch with me on these issues.

- RC, E7-E9

I have been IA for almost 3 months and have yet to receive contact that was initiated by my CIAC. I have been waiting for a travel claim for 3 months. Every time I speak to my CIAC, they are very rushed and have total lack of knowledge on the status of my requests

- AC, E4-E6

My previous command remains in contact and makes me feel like my family is taken care of while I am away. I am a GSA and it feels like I have not left my parent command. My command has taken an active role in supporting my family, which has reduced the stress of this deployment immeasurably.

- AC, O3-O4

My CIAC is very much involved in assisting me during my deployment. Always checks with me to see if there is anything I need or if I have any questions or concerns. Very helpful! Made sure my family has all important information and resources pertaining to my deployment. CIAC program is excellent and makes me feel like I'm truly being taken care of.
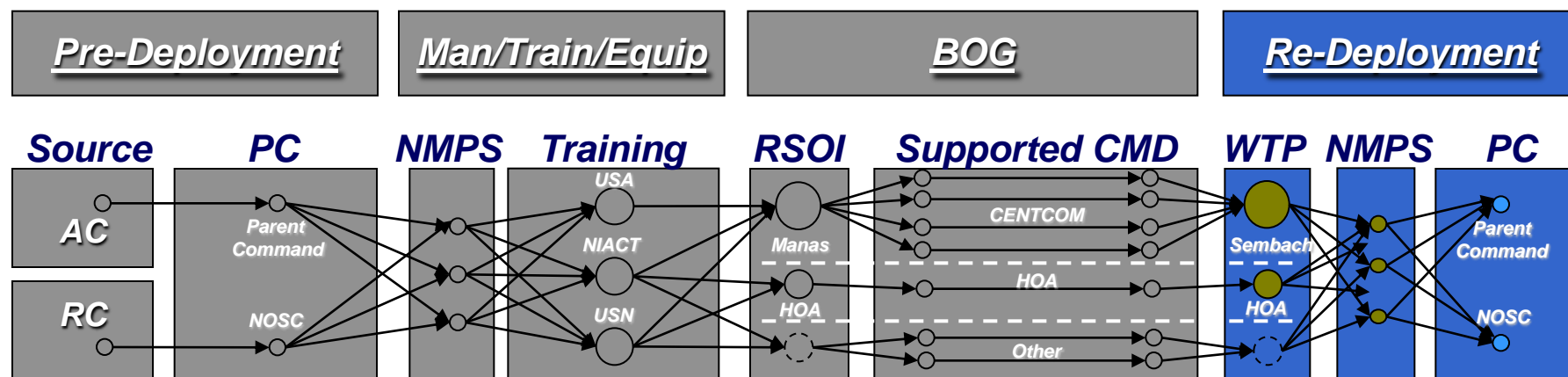
- RC, E4-E6

YOU Absolutely Make The Difference!

Phase IV

Re-Deployment

| Pre-Deployment | Man/Train/Equip | BOG | Re-Deployment |

Source   **PC**   **NMPS**   **Training**   **RSOI**   **Supported CMD**   **WTP**   **NMPS**   **PC**

AC — Parent Command — NMPS — USA / NIACT / USN — Manas / HOA — CENTCOM / HOA / Other — Sembach / HOA — Parent Command

RC — NOSC — NOSC

CIAC's Role

- *Ensure IA greeted at airport by command representative*

- *Coordinate Welcome Home ceremony for returning IA Sailor*

- *Coordinate IA Sailor's Leave with command's schedule*

- *Coordinate IA Sailor's reintegration into the command*
  - *Training & schools*
  - *Mission Readiness*
  - *Upcoming deployment/detachment/work-up schedule*

- *Shape expectations for the Re-Deployment phase*
  - *Contact continues until 9 months after re-deployment date*
  - *PDHA/PDHRA compliance*

- *Support the IA Sailor with resolution of any Sailor or Family issues that arise after return from IA assignment*

- *Enter Re-Deployment date in NFAAS*
  - *Continue to track IA until 9 months after Re-Deployment date*
  - *Execute CIAC-to-CIAC positive hand off if IA Sailor transfers to a new parent command*

- *Track completion of required items with IA Sailor and command:*
  - *Post-Deployment Health Assessment (PDHA, DD 2796)*
  - *Post-Deployment Health Re-Assessment (PDHRA, DD 2900)*
  - *Follow-on medical referrals*

- *Encourage participation in reintegration events such as Returning Warrior Workshop (RWW)*

Re-Deployment Timeline

Theater Warrior Transition Program (WTP) *3-4 Days*

NMPS *1-3 Days*
Two Weeks for RC Non-Exempt from TAP
NOSC (RC Only) *1-2 Days*

Reintegrate with Parent Command, execute follow-on PCS orders (OSA & GSA only)

IA Record dropped from NFAAS *9 months from Re-Deployment date*

Command Welcome Home event

3-6 months from Re-Deployment date

Sailor completes PDHA

Sailor participates in Returning Warrior Workshop (RWW) (All RC, AC if space available)

Sailor completes PDHRA

Re-Deployment Process

BOG	Re-Deployment

Supported CMD	Warrior Transition Program	NMPS	Parent CMD
CENTCOM AOR Individual Augmentees	*Weapons turn in* *Navy Re-assimilation* *Optional Provider appointment* *Optional counseling* *OSC forums* *CONUS resource awareness* *RWW awareness* *Family and CIAC contact* *Return logistic support (travel)*	*PDHA and Lab work* *Medical / mental health referrals* *Post -Deployment surveys* *OSC forums* *Resource awareness* *RWW awareness* *Family and CIAC contact* *Return logistics support (travel, lodging)* *Legal, Admin issues*	*Command R3 * program:* *Welcome Home* *Reintegration events and programs (RWW)* *PDHRA and referrals if needed* *Family, Command, and Community reintegration resources*
AFRICOM AOR/HOA Individual Augmentees			
Other Individual Augmentees			

*R3 = Return, Reunion & Reintegration

Returning Warrior Workshop (RWW)

- *Scope*
  - *The Returning Warrior Workshop is designed to help families with the reintegration and reunification process*
- *Purpose*
  - *Honor Sailors for their sacrifice of standing in harm's way to protect our Country and its core values of freedom and equality for all*
  - *Honor spouses / significant others for supporting the Sailor during the hardships of deployment*
  - *Inform and educate the Sailor and family member about resources*
  - *Identify and assist Sailors and family members experiencing difficulty adjusting to work and family life following a deployment*
- *Program Details*
  - *RWWs are held at 4-star hotels, away from bases and daily distractions*
  - *All returning IAs and one guest are invited to attend an RWW event*
  - *RC has priority; AC is space available*
  - *ADT (RC) or TAD (AC) Orders, travel, lodging and meals provided*

RWW (cont.)

- **Contact Information**
  - *RCC Mid-Atlantic*   *Eric Harris*   *757-444-7295 x2009*
  - *RCC Southeast*   *Matthew Davis*   *904-542-2486 x123*
  - *RCC Midwest*   *David Rice*   *847-688-4916 x205*
  - *RCC Northwest*   *Cynthia Miller*   *425-304-3876*
  - *RCC Southwest*   *Susan Hare*   *619-532-4272*

  - *Active Duty Travel Funding*   *USFF*   *usff.ia.fct@navy.mil*

- **Schedule and Information**
  - *Navy IA website: www.ia.navy.mil*

- **Registration**
  - *http://www.yellowribbonevents.org/*

- **Funding**
  - *AC via DTS*
  - *RC via NROWS*

Break

CIAC NFAAS Overview

NFAAS Role in IA/Family Support

- ## *CIAC*

  - *Commanding Officer Representative (COR) grants CIAC access to NFAAS*

  - *CIAC NFAAS training available monthly via Defense Connect Online (info on NFAAS website)*

  - *Monthly contact with IA must be documented in NFAAS*

- ## *Individual Deployment Support Specialist (IDSS)*

  - *Monthly contact with Families must be documented in NFAAS*

  - *Requirement is in addition to CIAC monthly contact with Family*

- ## *Information entered in NFAAS must be accurate & complete*

IA BOG TRACKER

- In-theater email
- Personal email
- Estimated Rotator Date
- WTP dates

MRRS

- PDHA date
- PDHRA date

CIAC Documentation

- IA Sailor/Family contact
- RWW attendance
- Reintegration event attendance

NMCMPS

PERS IA DATABASE

- Noble Eagle number
- Destination
- DTG Orders
- Planned Return Date
- NMPS site

IA PORTAL

Automated email to IA and CIAC within 30 days of estimated Rotator date requiring contact and directing transition support inquiries to the IA website

www.ia.navy.mil
Redeployment Transition Page

NFAAS Homepage

CIAC NFAAS Training

- *CIACs should attend NFAAS DCO training to obtain in-depth knowledge on using NFAAS to execute CIAC duties*

Sailor NFAAS Record

Close | Details for IA File: 75491(Returned) | Actions: Choose One ▼ | ? Help | Command IA Coordinator: Adsit, William C JR

NFM Personal Info ? Help | More Contact Data | **IA Preferred Contact Info** ? Help

Name:	Training, Charlie Alpha	Work:	555-555-5556
Rank/Rate:	E4	Cell:	555-555-5554
Command:	NNNNN - NO UIC Assigned	Email1:	ctraining@noemail.com
In-Theater Email:	ctraining@Afghan.SWA.Army..mil	Email2:	ctraining@Afghan.SWA.Army.COM

Name:	Susie Training
Relationship:	Spouse
Location:	Chesapeake, VA

Home:	555-555-5555
Work:	
Cell:	555-555-5555
Email1:	alkentch@gmail.com
Email2:	

Command IA File Information ? Help | Edit

Command IA Coordinator (CIAC) Contact Info   CIAC: Adsit, William C (bill.adsit@intelesistech.com, 619-553-9017)

Last Sailor Contact: 10-20-2011 13:37 UTC-4 (Auto Updated)	Next Sailor Follow Up: 11-20-2011 (Auto Updated)	Sailor Contact Interval: Every Month
Last Family Contact: (Auto Updated)	Next Family Follow Up: (Auto Updated)	Family Contact Interval: Every Month

Individual Deployment Support Specialist (IDSS) Contact Info   FFSC: Oceana   IDSS: HARN, MISTY D (MISTY.HARN.CTR@NAVY.MIL)

Last Contact: 03-15-2011 10:43 UTC-4 (Auto Updated)	Follow Up Due: 05-12-2011	Contact Interval: Every 2 Months
NR/NC: N/A		Contact Restriction: None

Deployment IA File Information

Noble Eagle No.: NE-4117-0007	Sailor Support UIC: 00060	Family Support UIC: 00060
IA Destination: Afghanistan	Orders Type: GSA	Family Pre-Deployment Brief Offered: 10-08-2010
Orders DTG: 230155Z FEB 11	Sailor Pre-Deployment Brief:	Family Pre-Deployment Brief Attended:
Departure Date: 05-07-2010	Family Received IA Family Handbook: 10-08-2010	
Planned Return Date: 05-07-2011	Returning NMPS: 3254A - NORV	Family Pre-Return Brief Offered:
Scheduled Rotator Date: 05-02-2011	Scheduled WTP Date: 04-29-2011	Family Pre-Return Brief Attended:

Post-Deployment Information (*Items in red are required to close the file)

1. *Actual Return Date: 04-19-2011	Cmd. Sponsored Integration Event Held: N/A	Attended Returning Warrior Workshop (RWW): N/A
2. *Post-Deployment Health Assessment (PDHA) Completed: 04-23-2011 (*Set by MRRS)	3. *Post-Deployment Health Reassessment (PDHRA) Completed: 10-04-2011 (*Set by MRRS)	4. *9-Month Since Return: 01-19-2012 Service Member Separated on:

IA File History ? Help

Date / Time	Who	What	Details
11-04-2011 08:25 UTC-4	HEATHER MARTIN	Assignment	MISTY HARN assigned as IDSS
11-04-2011 08:25 UTC-4	HEATHER MARTIN	Assignment	MELANIE CLEMENTE removed as IDSS

one | | Trusted sites | 100% ▼

☐ (green) **Populated by NMCMPS**   ☐ (red) **Triggers required to remove record**   ☐ (blue) **Populated by MRRS**

☐ (black) **Populated by CENTCOM/HOA BOG Trackers**   ☐ (purple) **CIAC/IDSS Info**

Sailor / Family Contact Interval

Command IA File Information ⓘ Help

To record a contact:
1. Update any dates or IA information (optional)
2. At the bottom of the page, select a **Reason For Update**
3. Enter comment in text box
4. Click the **Save** button

Note: The "Last Contact"/"Next Follow up" dates are automatically updated only if a "Contacted" (starred*) reason is selected!

☐ **Sailor Did Not Execute Orders**
Note: This will change IA File status. (File will be closed by NFAAS in approx. 2 weeks)

Commander Coordinator (CIAC) Contact Info   CIAC:

Last Sailor Contact: 11-29-2010 10:37 UTC-5 (Auto Updated)	Next Sailor Follow Up: 12-29-2010	Sailor Contact Interval: Every Month ▼
Last Family Contact: 11-29-2010 10:37 UTC-5 (Auto Updated)	Next Family Follow Up: 12-29-2010	Family Contact Interval: Every Month ▼

Deployment IA File Information

Noble Eagle No.: NE-2940-0038	Sailor Support UIC: 61843	Family Support UIC: 61843
IA Destination: Afghanistan ▼		Family Pre-Deployment Brief Offered:
Orders DTG: 280240Z DEC 09	Sailor Pre-Deployment Brief:	Family Pre-Deployment Brief Attended:
Departure Date: 06-11-2010	Sailor Received IA Handbook:	Family Received IA Family Handbook:
Planned Return Date: 06-06-2011	Returning NMPS:	Family Pre-Return Brief Offered:
Scheduled Rotator Date:	Scheduled WTP Date:	Family Pre-Return Brief Attended:

Post-Deployment Information (*Items in red are required to close the file)

1. *Actual Return Date:	Cmd. Sponsored Integration Event Held: N/A ▼	Attended Returning Warrior Workshop (RWW): N/A ▼
Can be set before Actual Return Date above	*Requires Actual Return Date and PDHA entries*	*Requires Actual Return Date, PDHA, and PDHRA entries*
2. *Post-Deployment Health Assessment (PDHA) Completed: ☐ Not Required (See DHCC instruction) ☐ Not Performed	3. *Post-Deployment Health Reassessment (PDHRA) Completed: ☐ Not Required (See DHCC instruction) ☐ Not Performed	4. *9-Month Since Return: ☐ OK to Close File ☐ Close Case-Service Member Separated on:

Reason for Update: Choose One ▼ * Only these reasons are considered "contacts".

Choose One
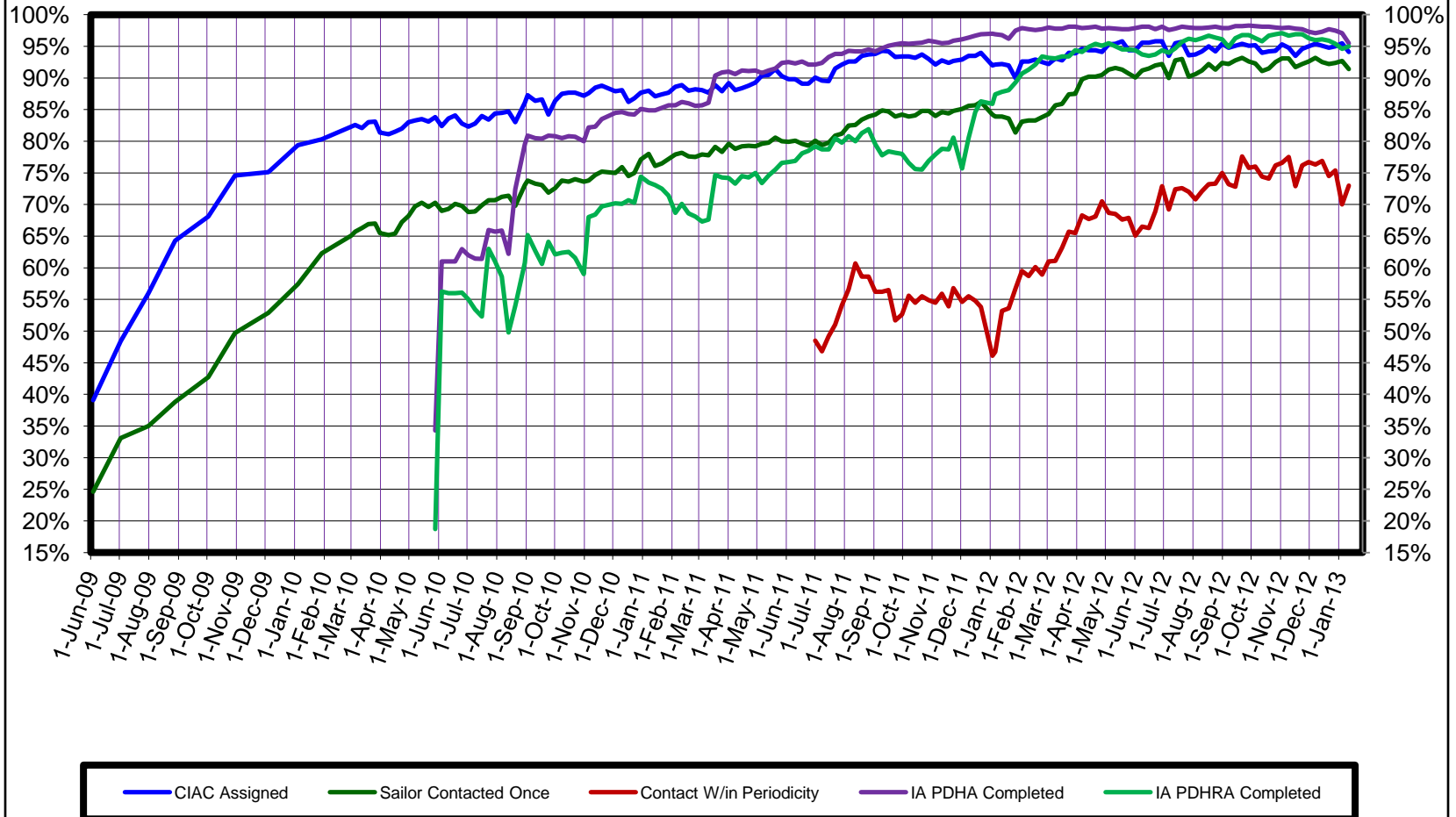Contacted Sponsor*
Contacted Family*
Contacted Both*
Attempted Contact
Other Update

*** To update you must indicate who was contacted (Sailor/Family) then click the Save button**

Save   Cancel

Navy-Wide CIAC Assignment, Contact, and Health Assessment Metrics
(Sailor contacted at least once)
11,337 IA Records

Legend: CIAC Assigned | Sailor Contacted Once | Contact W/in Periodicity | IA PDHA Completed | IA PDHRA Completed

Resources

CIAC Resources

- *Navy IA Website: www.ia.navy.mil*

- *"The CIAC Paddle" bimonthly newsletter (archived on Navy IA website and distributed via NFAAS)*

- *USFF CIAC Action Officers:*

  - *CIAC Compliance Action Officer: CMDCM Calvin Foster*

    - *757-836-6626 / DSN: 836-6626*
    - *usff.ia.fct@navy.mil*

  - *IA Data & Metrics / NFAAS SME: Mr. Paul Baker*

    - *757-836-8532 / DSN: 836-8532*
    - *paul.a.baker@navy.mil*

- *ECRC website: www.ecrc.navy.mil*

- *NMPS websites:*
  http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm

- *NFAAS web site: https://navyfamily.navy.mil*

IA Sailor & Family Resources

- *Navy IA Website: www.ia.navy.mil*

- *Navy IA App for Smartphones: iPhone, Android, Blackberry*

- *NMPS websites:*
  http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/NavyMobilizationProcessingSitesNMPS/index.htm

- *Command Ombudsman*

- *Fleet & Family Support Center:*
  - *Independent Deployment Support Specialists (IDSS)*
  - *Family care hotline: 800-FSC-LINE*
  - *http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/FleetAndFamilyReadiness/FamilyReadiness/FleetAndFamilySupportProgram/index.htm*

- *NFAAS: https://navyfamily.navy.mil*

- *Chaplains: www.chaplaincare.navy.mil*

- *Navy & Marine Corps Relief Society: www.nmcrs.org*

- *Red Cross: www.redcross.org*

- *Military One Source: 800-655-4545, www.militaryonesource.com*

- *Operational Stress Control websites:*
  - *Navy Operational Stress Control: www.navynavstress.com*
  - *Naval Center Combat Operational Stress Control:*
    http://www.med.navy.mil/sites/nmcsd/nccosc/Pages/welcome.aspx?slider2=1

Fleet & Family Support Center (FFSC)
IA Support

Chaplain Support 24/7

IA Support in CNRNW

Teresa Dibley, Fleet and Family Support Program

Regional Individual Deployment Support Coordinator

January, 2013

Brief Overview

- *History of NRNW IA Support*

- *NRNW Fleet and Family Centers*

- *FFSC IA Deployment Support*
  - *Pre, Mid, Post Deployment*
  - *IA Events and Appreciation*

- *CIAC Support*

Why the IA Program?

- *Individual Augmentee - unique deployment*
  - *Families felt unsupported*

- *Reintegration issues were Identified from Sailors Returning from Combat Zones*

History of FFSC IA Support

- **NRNW FFSP Developed Pre & Post-Deployment Briefs**

- **Started IA Support Groups - 2005**

- **Developed COMNAVREGNWINST 1320.3 - 2007 and COMNAVREGNWINST 1306.1 - 2008**
  - **Outlined Responsibilities for Key Players**

- **Individual Deployment Support Specialists (IDSS) - 2007**

Navy Region Northwest

Naval Air Station Whidbey Island

NAVMAG Indian Island

Naval Station Everett

Naval Base Kitsap

Map labels: WHIDBEY ISLAND NAVAL AIR STATION, JIM CREEK NAVAL RADIO STATION, SMOKEY POINT FAMILY SUPPORT COMPLEX, INDIAN ISLAND NAVAL MAGAZINE, EVERETT NAVAL STATION, NBK-BANGOR SUBMARINE BASE, NBK-KEYPORT NAVAL UNDERSEA WARFARE CENTER, NAVAL HOSPITAL BREMERTON, NBK-JACKSON PARK FAMILY HOUSING, NBK-BREMERTON NAVAL COMPLEX, MANCHESTER, Seattle

Third largest U.S. fleet concentration area

IDSS

- **Individual Deployment Support Specialists (IDSS)**

- **NFAAS**

  - **Case Assigned to the Region IDSS Coordinator**

  - **Regional Coord. assigns to** FFSC closest to Family Member's Residence

  - *Family member may not live near parent command*

  - *Update FM contact info in NFAAS*

- *Makes Contact with Family or POC*

- *Serves as Safety Net for Families*

Resources and Support

- *IA Handbooks*

- *IA monthly Newsletter*

- *Event Calendars and information*

- *Kids Deployment materials*

- *Schedule Pre-Deployment Briefs*

Pre-Deployment Briefs

- **NB Kitsap (NBK)**
  - *2nd Wed of every month 1400 Jackson Park*
  - *Scheduled individually*

- **NAS Whidbey Is (NASWI) and NS Everett (NSE)**
  - *Schedule individually*

- **Webinar "NEW"**

- **Family and Friends Brief**

BOG

- *Maintain contact with family (per request) and document in NFAAS*
  - *Via Phone, E-mail, and/or Mail*

- *IA Family Support Groups*

- *Child Deployment Groups*

- *Webinars*

- *Information, resources and Referral*

Facebook

- *NASWI:*

https://www.facebook.com/#!/whidbeyia

- *NBK:*

https://www.facebook.com/#!/nbkIAfamily

- *NSE:*

https://www.facebook.com/nseIAfamily

Post Deployment

- ***Return and Reunion Outreach Programs***

  - *Classes*

  - *Resources*

  - *Promote Returning Warrior Workshops*

- ***Post Deployment Briefs and***

Post Deployment Discussion Group

  - *Required at the 30, 60, 90 & 120 day interval*

NASWI Semi-Annual NBK and NSE Annual

- *Individual Recognition*
- *Appreciation Gifts for Family & Children*

IA Family Holiday Party

NBK Event

- *Supported by Navy League*
- *Santa had a Gift for Every Child*

Customized Command Support

- **FFSP IA/Combat Stress Program**
  - *Pre-Deployment Briefs*
  - *Post Deployment Education & Support Groups (30, 60, 90, 120 days)*
  - *Command Briefs*

- **Family Deployment Days**

- **Individual, Family & Command Consultation**

- **Ombudsman / Family Readiness Group Training & Support**

CIAC Support

- ***CIAC Roundtable Meeting***
  - *– All NRNW FFSC Centers Coordinate Monthly*

- ***CIAC Guide***
  - *– CIAC checklist*
    - *• Overview of CIAC duties*
  - *– References*
    - *• IA Grams, DoDINST, OPNAVINST, NAVADMIN,*

- ***IA Battle Folder***
  - *– Update and Distribute*

FFSP Programs

- ✓ *Relocation Services*
- ✓ *Transition Assistance Program*
- ✓ *Financial Specialist Program*
- ✓ *Family Employment Readiness Program*
- ✓ *Deployment Support Program*
- ✓ *New Parent Support Program*
- ✓ *Counseling*
- ✓ *Exceptional Family Member Program*
- ✓ *Life Skills Education workshops*

The
Fleet & Family Support
Center

Fleet and Family Support Program

Your Partners in the IA Journey

1-866-854-0638

INDIVIDUAL IA AUGMENTEE

Navy Region Northwest IA Support

QUESTIONS??

- ## *Resource for CIACs and referrals of IAs*

  - *Confidentiality - When in doubt use us. Doesn't go on record.*

Chaplain support:

  - *If you have a Command Chaplain – go there!*
  - *Access a Duty Chaplain 24/7 through the Base Quarterdeck*
  - *www.chaplaincare.navy.mil*

ia.care.fct@navy.mil

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Conclusion

Top IA Support Issues

- *Lack of <u>quality care</u> from parent command / CIAC during the IA Deployment*

  - *Parent Command "forgets about" or shows <u>inadequate empathy</u> for their IA Sailor*

- *Incomplete Pre-Deployment screening*

  - *Security Clearance, ISOPREP, medical issues, compliance with orders*

- *No or poor parent command support in the Re-Deployment phase*

  - *IA is not supported properly following transfer to a new command*

CIAC Keys to Success

- *Read* all IA Sailor Orders in their entirety!

- *Utilize* the *Navy IA website*

- *Be proactive* to ensure your Sailors are prepared prior to deployment!

- *Contact* your IA Sailor regularly and document in *NFAAS*!

- *Ask* questions!

Conclusion

- *IA Success is a Command Responsibility!*

- *Successful Command support of IA Sailors starts with a proactive and committed CIAC!*

- *Complete the NFAAS tutorial*

- *Visit the Navy IA website habitually for "What's New" and changes to IA policy*

- *Email usff.ia.fct@navy.mil with any questions*